



Vacancy Announcement

VACANCY ANNOUNCEMENT NUMBER: 75

The U.S. Embassy in Cairo is seeking an individual for the position of **IRM Customer Help Desk Support/Training Coordinator** in the Information Resources Management Unit.

OPEN TO: All interested Candidates.

POSITION: IRM Customer Help Desk Support/Training Coordinator - LES-6⁽¹⁾; FP-8⁽²⁾

OPENING DATE: September 10, 2015

CLOSING DATE: September 24, 2015

WORK HOURS: Full-time; 40 hours/week.

SALARY: (1) Mission Policy is to hire LES employees at step 1 of the grade. The current annual salary for an LES-6, step 1 is L.E. 56,616.

(2) Actual FP grade and salary will be determined by the US Department of State.

ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION

BASIC FUNCTION OF POSITION

The incumbent is a member of the IRM Help Desk Customer Service office and shares responsibility for all IRM help desk duties. In this capacity, the incumbent answers customers' technical calls and either resolves them or refers the resolution to another member of the IRM staff. The incumbent assists customers with all their IT logon and application requirements and manages/maintains accurate records on the distribution, movement, and receipt of IRM hardware.

The incumbent is also an IT trainer for the Training Center in Cairo. She/he is in charge of testing, instruction, and training. She/he performs training function at the local level in planning, classroom set ups and administration for the smooth operation of Cairo IT Training Center. She/he is responsible for ensuring world class instruction is delivered to all students who attend the Cairo Training Center. She/he reports indirectly to the IMO and is the point of contact for Mission personnel for IT courses.

QUALIFICATIONS REQUIRED

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. One year of college studies is required
2. Two years in IT Training, sales, or customer service is required
3. Level IV (fluent) in English is required

SELECTION PROCESS

"Mission policy prohibits pre-selection of applicants."

Best qualified displaced/RIFed employees will receive priority consideration if no US Citizens Family Members, or veterans apply.

When equally qualified, U.S. Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFM's who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position must submit the following to be considered:

1. Universal Application for Employment (UAE) DS-174 available on <http://egypt.usembassy.gov/hr.html>
2. Candidates must provide in the application (DS-174) names of family members working in the mission.
3. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application or the preference will not be applied
4. Optional: Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

Candidates sending applications electronically will receive an automatic reply confirming that the application has been received.

SUBMIT APPLICATION TO

Human Resources Office

Attention: Wasfy El hag Baba , Lamiaa Hafez , Cindy El Deib

U.S. Embassy, Cairo - 8, Kamal El Din Salah Street, Garden City

Email: [**cairojobs@state.gov**](mailto:cairojobs@state.gov)

CLOSING DATE FOR THIS POSITION: September 24, 2015

The US Mission in Cairo provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.